

Customer Service Report for the ADB

for Sunday, October 1, 2006 to Tuesday, October 31, 2006



	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	
Accounts											
Access/Login	4	0	0	0	0	0	0	3	0	1	21
Password Reset	7	0	0	0	0	0	0	7	0	0	9
ADB											
Connectivity	16	0	0	4	0	0	0	13	0	7	8
DELPRO	67	0	0	11	0	4	3	41	5	25	6
Fellowship Pmt Syst	12	0	0	0	0	1	1	3	4	3	2
Finance	1	0	0	0	0	0	0	1	0	0	5
General Info	29	0	0	0	2	2	0	16	1	8	7
ID Reactivation	37	0	0	0	0	0	0	35	0	2	5
Keyword	41	0	0	2	0	0	0	39	0	4	5
On The Spot Awards	1	0	0	0	0	0	0	1	0	0	13
Property	5	0	0	0	0	0	0	1	2	2	5
Purchase card	16	0	0	1	0	1	0	6	2	8	4
Registration	4	0	0	2	0	0	0	3	0	3	4
Reports	2	0	0	0	0	0	0	1	0	1	8
Security	3	0	0	0	0	0	0	2	0	1	11
Travel	1	0	0	0	0	0	0	0	0	1	0
Application Support											
COTS-Windows-Troubleshoot	1	0	0	0	0	0	0	0	0	1	0
Hardware											
Printers/Troubleshoot	1	0	0	0	0	0	0	1	0	0	16
OS/390											
Printer/VPS	5	0	0	0	0	0	1	3	0	1	4
Grand Total:	253	0	0	20	2	8	5	176	14	68	6

Total Tickets Closed: 258
 Total Tickets Assigned/Pending/Checked Out: 15
 Total Tickets Created: 273